



Greenhithe School Communication Policy

Rationale

To ensure that Greenhithe School is a thriving and successful school, we must communicate effectively with all stakeholders, including children, parents, our wider community and internally. We aim to ensure all communications between all the members of our school community are clear, professional, timely and appropriate.

Purpose

For the staff, Board of Trustees and community to have a clear understanding of the communication processes at Greenhithe School.

Definition of Effective Communication

- Good communication is much more than an exchange of information. It is through effective and interactive communication that information is shared, understanding is developed, trust is built, confidentiality is respected and actions are co-ordinated.
- Communication involves actively listening and gathering a variety of points of view before acting.
- Communication includes not just the message, but also how the message is communicated.

Guidelines

Internal Communications

- Minutes from all syndicate and staff meetings must be sent to SLT and all team leaders.
- Staff meeting/PLC (Professional learning community), dates to be published before the start of the teaching term.
- Absence reporting - Parents are asked to report absences to the office directly. The attendance registers are legal documents and must be completed immediately. The office will follow up late or absent children with a call, if no reason is given. If a child is sent home from the office (sick at lunchtime etc.), the office will inform the teacher before the register, face to face or by email.
- Staff must communicate with SMT before covering arrangements are made to leave the school premises, e.g. appointments during school hours.

Communication with our Parent Community

- All staff will respond to emails or written correspondence within 24 hours from Monday to Thursday during term time. If communication is received during Friday or at the weekend, it will be dealt with by the end of the next school day.
- Once the teacher has responded to an email or issue once and further correspondence with the parent is required following a reply, this should be done by phone or face to face.
- If the communication received is of a contentious nature, the response must be discussed with the SLT (refer to complaints policy).
- All written reports and newsletters must be 'parent-friendly', free of educational jargon.
- The school will release a list of parent engagement opportunities (e.g. curriculum nights, open days, parent evenings etc.) at the start of the year (and /or termly as required).
- Parents are to be given a minimum of two weeks' notice for a trip or visit. Parents will be given one weeks' notice for the acceptance of parent help. Those who volunteer but are not selected must also be informed.
- Parents must inform the school of any absence with a phone call, email, website or personal visit to the office. If a child comes in late, they must first sign in at the office before returning to class. If there is a question regarding a child's absence the office will endeavour to make contact to ensure the child's safety.
- For injury and health issues regarding reporting injuries or sickness to parents please refer to the Health Room Procedure document.

Questions Regarding Children

At Greenhithe School we have a process for communication regarding parent concerns or questions about children (refer to the complaints policy).

Emergency Circumstances

- In the event of an emergency, refer to individual procedures.
- Parents are to be informed via website or by mobile phone message from the Principal or office staff etc.

Dealing with the media about school related issues

- All enquiries from the media for comment about a school related issue must be given a "No comment" response from all staff and the matter referred immediately to the Principal.
- The Board Chair is the only person to respond to media enquiries.
- All media enquiries are to be in writing to the Board Chair who will respond in writing to the media. This covers all school related issues including but not limited to incidents, sensitive or reputational issues.

Signed:

Date:

Board of Trustees Chairman

Review Date: October 2021 (annual review)